Human Factors Councils

A mishap prevention tool for all commands

Introduction

- Human Factors
  - Account for 75-80% of all mishaps/incidents
  - Prevention must be geared toward *"picking up on the subtleties"* of human behavior and the effect they can have on human performance and judgment
  - A Human Factors Council is a tool a Department Head can use in the systematic review of each of their personnel, looking to mitigate risk due to human factors or other adverse traits

Why Would I Want to Do This?

- The HFC can provide early identification of personnel who represent an increased risk
- Provides insight as to where intervention is required
- Helps identify where to put resources to reduce risk and decrease the chances of a mishap and/or incident

What Are HFCs?

- An HFC is a periodic (normally quarterly) gathering of the departmental leadership to review all departmental personnel for:
  - Personal stressors
  - Medical issues
  - Training issues
  - Discipline issues

Purpose and Task of the HFC

- Reviews the personal and professional characteristics of each service member

- The HFC is especially important during times of change when stresses are greater, resources are more critical, and normal support functions are less readily available

Who Should Make Up the HFC?

- Department Head's discretion
  - The participants may vary according to the make up of each department
- A typical council might include:
  - Department Head
  - Division/Branch Officers
  - Division/Branch Chiefs
  - Departmental Doctor
  - Departmental Chaplain

General Guidelines

- During the HFC members should evaluate:
  - General Skills
    - Primary Job skills
    - Systems/Procedures knowledge
    - Coordination/Communication skills
    - Professional discipline
    - Risk-taking behavior
    - Career development
  - Medical/Psychosocial Issues
    - Medical/physical/physiological issues that could decrease performance/judgment
    - Family/personal issues that might degrade performance/judgment

How Do I Start?

- Schedule the HFC in private location
- Identify your desired members
- Use departmental “Alpha” Roster
- Ensure open conversation and remind all members that the HFC is non-punitive
- DH should keep the only records of the meetings
- Proceedings are to be kept in the strictest confidence!

Potential Outcomes

- Not a “head hunt” and non-punitive
  - Findings may dictate the necessity for action
- Options may include:
  - Non-punitive counseling
  - Development of tailored training curriculum
  - Increased supervision
  - Arrangement of formal counseling or support services
    - FFSC / Chaplain / Medical
  - Short-term reduction in duty
  - Further evaluation
    - Human Factor Board

Conclusion

- The HFC is a quick and thorough tool for department heads and senior leadership to keep up with constant changes occurring within the ranks of their departments
- The process provides a “snapshot” sketch of all departmental personnel, allowing the senior leadership to assess possible personal and professional risks
- The HFC helps implement controls as early as possible to mitigate risks as well as supervise their progress
- The HFC is just one more tool for commanders that may help keep an member from becoming the next incident or mishap statistic

QUESTIONS?

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